

Microsoft Windows NT Server 4.0 Support

Business Communications Manager (BCM), CallPilot, Optivity Telephony Manager (OTM), Symposium Call Center Server (SCCS)

On December 6, 2001, Microsoft announced the phased retirement for the Windows NT Server 4.0 product line. While many of our products are available today on Windows NT Server 4.0, we are continuously investigating and evaluating operating environments to ensure that we are providing the best solutions for our customers. This announcement does **not** affect Nortel Networks' ability to source and further develop products on Windows NT Server 4.0. We will continue to work closely with Microsoft to ensure that investment protection is a key priority for Nortel Networks' customers.

The following provides a summary of supported operating systems for the Business Communications Manager (BCM), CallPilot, Optivity Telephony Manager (OTM) and Symposium Call Center Server (SCCS).

Business Communications Manager (BCM)

The Business Communications Manager is built upon Windows NT Server 4.0 **Embedded** which is **not** affected by the Microsoft announcement. Microsoft NT Server 4.0 Embedded was selected as the operating system of choice for BCM as it can be optimized for reliability and performance. Microsoft will continue to sell and support Windows NT Server 4.0 Embedded to manufacturers, such as Nortel, for the foreseeable future. There are no plans at present to retire Windows NT Server 4.0 Embedded. As such, the Business Communications Manager will continue to run on the Windows NT Server 4.0 Embedded platform. We will, however, continue to work with Microsoft and evaluate their new software releases for future consideration.

CallPilot

CallPilot 1.0x currently ships with Microsoft Windows NT Server 4.0 and will continue to do so with the release of 2.0 since Windows NT Server 4.0 is a proven and reliable operating system environment. Through our licensing arrangement with Microsoft they will continue to supply and support our CallPilot development efforts on Windows NT Server 4.0. We will continue to refresh the CallPilot operating system as market requirements and technological advancements require.

Optivity Telephony Manager (OTM)

Optivity Telephony Manager will continue to provide support for Window NT Server 4.0 and Workstation. Support is also provided for Windows 2000 Server and Professional. The matrix below outlines the operating systems that are supported by OTM.

Category	Windows NT Server 4.0	Windows NT Workstation 4.0	Windows 2000 Server	Windows 2000 Professional	Windows 95	Windows 98
OTM Server	Yes	No	Yes	No	No	No
OTM Standalone	No	Yes	No	Yes	Yes	Yes
OTM Windows Client	No	Yes	No	Yes	Yes	Yes

Symposium Call Center Server (SCCS)

Nortel Networks Symposium Call Center Server Release 3.0 and 4.0 currently runs on the Windows NT Server 4.0 operating system. The next release, Symposium Call Center Server Release 4.2, will enable new and existing customers to move to the Windows 2000 platform. This release is expected to be generally available in the second quarter of 2002. The Symposium Call Center Server release 4.0 client software is supported on Windows 98, NT Workstation 4.0 and Windows 2000 Professional.

To reiterate, Microsoft's announcement does **not** impact Nortel Networks' ability to source and further develop products on Windows NT Server 4.0 or Windows NT 4.0 Embedded. Nortel Networks is committed to delivering best in class solutions to our customers that protect their investments in technology. For information on Business Communications Manager, CallPilot, Optivity Telephony Manager, or Symposium Call Center Server, please contact your Nortel Networks representative or visit <http://www.nortelnetworks.com>.

For information on the availability and support from Microsoft for Windows NT Server 4.0, go to <http://www.microsoft.com/ntserver/ProductInfo/Availability/faq.asp>



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